

MEDICATION DISPENSER ALERTS

SimplyHome

Types of Alerts

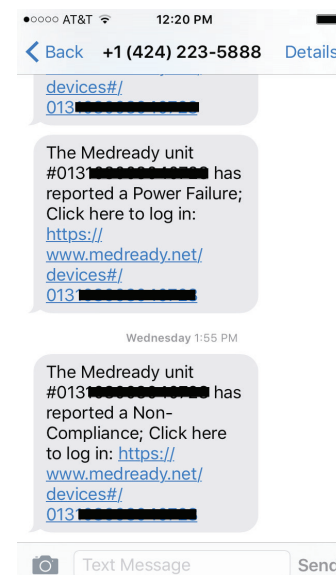
Automated medication dispensers (cellular and telephone land line) are capable of sending alerts by email, text message, and/or automated phone call. The type of alert preferred should be noted on the intake form for the medication dispenser. There is no limit to the number of people that can receive alerts. You can sign up to receive any combination of the three alert types but whatever alert type(s) you choose, you will receive all alerts that way.

There are three instances when an alert may be generated: a missed (late) dose, tray jam (malfunction), or power failure. Anyone signed up to receive an email, text, and/or automated phone call alert may receive an alert for all three instances. For example, if you are signed up to receive text alerts, you will receive a text for each (if there is a missed dose, a tray jam, or power failure). You cannot choose different types of alerts for different situations (ex: you cannot receive a text message for a tray jam only and an email for a power failure only).

How Alerts Are Sent

Text message and email alerts go out to everyone listed at the same time. If there are any automated call alerts set up, the first person listed will be called at the same time the texts and emails are sent. Because automated calls are sequential, it is important to note the order in which people should be called. If the "1" is pressed, then the call is acknowledged and logged on the website as answered. No further automated calls are made after that for that particular incident. If the "1" is not pressed, the 2nd number on the list is called, and the 3rd if necessary, and so on. If nobody answers, it is just noted that X attempts were tried and failed. If there is an answer, the log indicates a successful call.

Text message alerts will come from the phone number 424-223-5888. Email alerts will come from the email address admin@medready.net. Automated phone calls will come from the phone number 310-328-7557.



For HIPAA compliance, identifying information is NEVER included in any text, email, or automated call alert. Instead, the unit ID number (located on a white sticker on the bottom of every device) is used (in full for text and emails but automated calls only use the last six digits) to identify which device the alert pertains to.

How to Change Alerts

If there is a change to who should be alerted or how (ex: change from a text message to an email, removing or adding someone, etc.) for an existing client, please submit the request in writing by emailing help@simply-home.com. This will automatically generate a help ticket for our tech support and customer service teams. Once the requested changes have been made, an automated email will be generated that the help ticket has been closed. If you have access to the web portal for the medication dispenser, you can also make alert changes there without SimplyHome assistance.

ALERT LANGUAGE

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	Text Message	Email	Automated Phone Call
Missed (Late Dose)	The Medready unit #013XXXXXXXXXXXX has reported a Non-Compliance; Click here to log in: https://www.medready.net/devices#/013xxxxxxxxxxxx	The MedReady unit #013XXXXXXXXXXXX has reported a code 6; Medication Has Not Been Taken As Scheduled. Click here to log in: https://www.medready.net/devices#/013xxxxxxxxxxxx	This is an important call from MedReady. Dispenser number XXXXXX has reported a non compliance event. The medication has not been retrieved and remains in the dispenser. Please press 1 to acknowledge this call. (Pressing 1) Thank you for choosing MedReady, goodbye.
Tray Jam (Malfunction)	The Medready unit #013XXXXXXXXXXXX has reported a Malfunction; Click here to log in: https://www.medready.net/devices#/013xxxxxxxxxxxx	The MedReady unit #013XXXXXXXXXXXX has reported a code 7; Malfunction or jam. Click here to log in: https://www.medready.net/devices#/013xxxxxxxxxxxx	This is an important call from MedReady. Dispenser number XXXXXX has reported a malfunction. The medication carousel has not rotated into position correctly. Please press 1 to acknowledge this call. (Pressing 1) Thank you for choosing MedReady, goodbye.
Power Failure	The Medready unit #013XXXXXXXXXXXX has reported a Power Failure; Click here to log in: https://www.medready.net/devices#/013xxxxxxxxxxxx	The MedReady unit #013XXXXXXXXXXXX has reported a code 8; A/C power disconnect. Click here to log in: https://www.medready.net/devices#/013xxxxxxxxxxxx	This is an important call from MedReady. Dispenser number XXXXXX has reported that no A/C power has been connected for the past 24 hours* indicating a general power failure or that the dispenser is unplugged. Please press 1 to acknowledge this call. (Pressing 1) Thank you for choosing MedReady, goodbye.

***Please note that alert language may vary slightly based on whether the device is cellular or connected to a telephone land line. For example, the cellular medication dispensers alert after no connection to A/C power for 5 minutes instead of after 24 hours like the land line version.

